

BE EXCEPTIONAL

LEARNING CORNER



“SHOW CHANGES” FEATURE IN DBHDD POLICYSTAT



The “Show Changes” feature in PolicyStat displays modifications and edits made to a document, including content that has been added or removed and content that has been re-ordered and re-formatted.

To access this feature, at the bottom of the [DBHDD PolicyStat Home Page](#) there is a quick link titled **NEW AND RECENTLY REVISED POLICIES**, which displays a list of all policies that have been created or revised within the past 30, 60 and 90 days. Click on this link to access the policies that have recently been revised.

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Q Search policies by typing here Search Policies

PolicyStat

Welcome to DBHDD PolicyStat

...where DBHDD Policies are just two clicks away!

No account is necessary – no log-in required. Just use the SEARCH bar above to locate the policies you need!

PolicyStat is now part of the RLDatix family and the **RLDatix** logo has replaced the PolicyStat logo. However, at DBHDD until further notice, we will continue to reference 'PolicyStat'. Nothing about the features or functioning of PolicyStat has changed. If you have questions related to this notice please submit them to policyquestions@dbhdd.ga.gov.
DBHDD Office of Policy Management.

DBHDD PolicyStat Index
Updated monthly, the index can help you identify the policies you need. Find the policy number and then come back to this HOME page to SEARCH for the policy.

New and Recently Revised Policies

employment-related policies:

- Equal Employment Opportunity 22-101
- Grievance Procedure for Unclassified Employees 22-1502
- Unlawful Discrimination Complaint Procedure 22-1503

Once you have accessed the list of the newly revised policies, use the links in this list to view revised policies with a “show changes” feature that highlights the changes.

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Search

New and Recently Revised Policies

Last Revision Date Summary

< 30 Days	< 60 Days	< 90 Days
5	18	18

Total Policies: 41

Title	Chapter	Revised
Administrative Duty Officer, Campus Supervision, 03-913	Hospital Operations	Revised
Hospital Clinical Systems Downtime Plan, 03-707	Hospital Operations	Revised
Open and Public Meetings, 24-102	Legal Services	Revised
Information System Account Management, 23-234	Information Mgmt & Information Technology	Revised
Management Team, 03-325	Hospital Operations	Revised
COVID-19 Vaccination in DBHDD Hospitals, 03-406	Hospital Operations	New
Payment by Individuals for Community Behavioral Health Services, 01-107	BH Community Services	Revised
Password Structure, 23-218	Information Mgmt & Information Technology	Revised
Requirements to Access DBHDD Funds for Child & Adolescent Behavioral Health Services, 01-106	BH Community Services	Revised
D.W. Oelrich Memorial Park at Clarks Hill, 03-260	Hospital Operations	Revised
Sentinel Events, 03-521	Hospital Operations	Revised
Seizure Management, 03-514	Hospital Operations	Revised
Social Work Documentation and Monitoring, 03-561	Hospital Operations	Revised
Body Checks, 03-917	Hospital Operations	Revised
Point of Care Testing in DBHDD Hospitals, 03-405	Hospital Operations	Revised

For example, in the list of the most recently revised policies above, click on the Payment by Individuals for Community Behavioral Health Services, 01-107 policy from the list to access the “show changes” feature. Once you have enabled this option, scroll through the document to see the changes that have been made. See the examples below.

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Search policies by typing here

Viewing: Payment by Individuals for Community Behavioral Health Services, 01-107

PolicyStat ID: 902756

Current Status: Active

Creation: 7/1/2007

Effective: 12/23/2020

Last Reviewed: 12/23/2020

Last Revision: 12/23/2020

Next Review: 12/23/2022

Owner: Monica Johnson, MA, LPC

Chapter: BH Community Services

Sections: Behavioral Health Community Services

Payment by Individuals for Community Behavioral Health Services, 01-107

APPLICABILITY

6. If the individual has third-party insurance coverage that includes Behavioral Health services and the provider is not enrolled in that insurance company's panel, the provider has the following options:

- The provider can enroll in the panel;
- The provider can refer the family to someone who is on the panel-OR_OR
- The individual can pay full fee for services.

7. If the third-party insurance authorizes a service but requires credentialed staff that the provider does not utilize to provide the approved service, but requires credentialed staff that the provider does then DBHDD funds may not utilize to provide the approved service, then DBHDD funds may not be used in lieu of utilizing third-party insurance. The provider has the following options:

- The individual can pay full fee for services;
- The provider can offer a credentialed practitioner to meet the third-party insurance requirement-OR_OR
- The individual may be referred to a credentialed practitioner outside their organization.

8. When an individual is in crisis, the provider has an obligation to stabilize a crisis situation prior to determining their ability to pay.

- In this circumstance, when the intervening practitioner is not credentialed to meet the third-party insurance requirement, DBHDD funds may be used to pay for crisis services. After resolution of the immediate crisis and by no later than 24 hours, the policy provisions regarding third-party coverage apply.

Show Changes

Hide Changes

We encourage you to review the DBHDD policy [Access to DBHDD Policies for Community Providers, 04-100](#) to learn other valuable tips and tricks for utilizing PolicyStat to its full advantage.

Division of Finance, Accountability, & Compliance

A portion of the work of the **Division of Finance, Accountability, and Compliance (DFAC)** includes responsibility for our incident management system, investigations, certification reviews, and Corrective Action Plan (CAP) management.

Please review the information below, along with the associated policies, for tips and/or common areas that are being repeatedly cited across the DBHDD Provider Network.



Corrective Action Plan (CAP) Policy Update

The DBHDD **Corrective Action Plan Management, 13-101** policy was updated effective September 1, 2020, with a new internal CAP requirement for certain deficient practices identified during reviews or investigations.

Deficient practices are risk rated by DBHDD as low, moderate, high, or critical. Providers are required to continue submitting requested CAPs to DBHDD within 10 business days for all risks associated with deficient practices rated as **HIGH or CRITICAL**.

Effective September 1, 2020, providers are required to complete an Internal CAP for all risks associated with deficient practices rated as **LOW or MODERATE**. The internal CAP does not need to be provided to DBHDD unless requested. Providers may use the Internal CAP template found as Attachment A in policy 13-101 or they may use their own template as long as it includes all components of Attachment A.

Providers are required to incorporate any corrections into their internal quality assurance process to maintain compliance and sustained correction over time.

Questions specific to the CAP process can be directed to CAP.Request@dbhdd.ga.gov.

Unexpected Death of an Individual

Whenever there is an unexpected death (defined below), the provider is required to request that the medical examiner or coroner conduct an autopsy. Once the request is made, the provider is encouraged to document in the individual's record the coroner or medical examiner's decision and rationale if known.

Unexpected Death Defined: Death due to any cause except suicide and homicide where the death is not attributed to a terminal diagnosis or diagnosed disease process where the reasonable expectation or outcome is death, does not meet the definition of an expected death, and the individual was any of the following at the time of their death: 1) receiving residential services; 2) receiving Community Living Support; 3) occurring onsite of a community provider; 4) in the company of a community provider; and/or 5) discharged or transferred from a community provider within 30 days of the death.

Tips & General Knowledge

Be sure to set a reminder to log into the Image Application at least once a month to keep your access active. If you forget and find yourself locked out after 45 days, please email Image.App@dbhdd.ga.gov for assistance.

Image pulls provider contact information and location site addresses from the information listed in the provider profile with Georgia Collaborative ASO. Therefore, report any staff changes and/or location changes to the **Georgia Collaborative ASO** by submitting the **Staff Update Form** or **Change of Information** form as appropriate. For any questions, please contact GaCollaborative@beaconhealthoptions.com.

Use Google Chrome, Microsoft Edge, or Safari internet browsers when using Image. Image

no longer fully works with Internet Explorer due to a lack of Microsoft support.

Make sure you are using the current web site for [Image](#)

When sending documents for certification related matters, please consider submitting in an electronic format (PDF) to Provider.Certification@dbhdd.ga.gov to expedite the process.

To reach DFAC for questions, please use the following email addresses for the fastest response:

- Image – Image.App@dbhdd.ga.gov
- Incidents – DBHDDIncidents@dbhdd.ga.gov
- Investigations – DBHDD.Investigations@dbhdd.ga.gov
- CAPs – CAP.Request@dbhdd.ga.gov
- Certifications – Provider.Certification@dbhdd.ga.gov
- Criminal Background Checks – DBHDD-CRS@dbhdd.ga.gov

Office of Provider Relations

PIMS CORNER

Welcome to the PIMS Corner! This section highlights the two most popular questions that were submitted to PIMS, and their answers, for the month of January 2021 from Intellectual and Developmental Disabilities and Behavioral Health Providers.



Behavioral Health Question:

How do we notify DBHDD of a change in our Chief Executive Officer?

To notify DBHDD of this change, the “Staff Update Form” must be submitted to the Georgia Collaborative ASO. This form is available on the [ASO website](#). Once it is completed it must be submitted via email to GaEnrollment@beaconhealthoptions.com.

Intellectual and Developmental Disabilities Question:

How does a provider agency add a new user to IDD Connects?

This information is available at the Georgia Collaborative ASO website, on the [IDD Connects webpage](#). Click on the “System Ad-AS Manager User Guide” and review the information that begins on page 30 for complete instructions on adding a new user.

JUST A REMINDER...

Question for your Provider Relations Team?

The Provider Issues Management System (PIMS) is your online source to have your questions answered in a consistent, reliable and timely way! In addition to providing a timely response, the information we gather from PIMS will assist DBHDD in trending common concerns, developing FAQs, and informing policy reviews.

PIMS is accessible through the [DBHDD website](#) by hovering over the **"For Provider"** tab located across the top of the page. When the drop down menu appears, click on **"Questions for your Provider Relations Team"**. You can also access the PIMS site directly by using the link below.

Senior Provider Relations Manager

Carole Crowley

Provider Relations Manager

Sharon Pyles

For Provider Relations inquiries,
please contact us at

DBHDD.Provider@dbhdd.ga.gov.



**BE WELL, WEAR A MASK &
WASH YOUR HANDS!**

